

ARAS Care Finder Service – Scope of Service

ARAS provides a free and independent Care Finder service for older people who seek intensive support to access aged care. Care Finders work alongside older people to understand their needs, navigate complex systems, exercise their rights and connect with services that support their goals.

ARAS Care Finder Officers can support older people to:

- identify their needs, goals, preferences and barriers to accessing support;
- understand their options and make informed choices about aged care, health, housing and community services;
- navigate assessments, referrals, applications and service arrangements;
- communicate with providers and connect with services that reflect their goals and choices;
- understand service agreements and participate in developing their care plan;
- understand their rights in making decisions, and build confidence to speak up for themselves;
- find a local Care Finder service if they live outside the ARAS service area; and
- receive practical assistance and follow-up to confirm services are in place as required.

Who can access the ARAS Care Finder service?

ARAS provides the Care Finder service to eligible older people living in the Cities of Salisbury and Playford who need intensive assistance to access aged care and other relevant supports. The service may be suitable for an older person who:

- does not have a family member, friend, carer or other person who is willing and able to help;
- does not feel comfortable accepting help from people available to them, including because they wish to maintain their privacy and make their own decisions; and
- faces significant barriers to accessing aged care or other services.

Significant barriers may include difficulty communicating, understanding information or navigating service systems; reluctance to engage with aged care or government services; or circumstances that could place the older person at risk if suitable support is not accessed.

Consent, choice and the older person's voice

- ARAS recognises the older person as the primary decision-maker and seeks their informed consent before acting on their behalf. We support them to participate in decisions as fully as possible and, where appropriate, work with a legally authorised representative.
- Our work is guided by the older person's rights, will, preferences and desired outcomes. We will not follow the wishes of another person if they conflict with the older person's rights, wishes, preferences or interests.

What the ARAS Care Finder service does not provide

- legal, medical or clinical advice or services;
- make decisions for an older person or assess their decision-making capacity;
- conduct aged care assessments;
- investigate complaints about aged care providers; or
- recommend or endorse a particular provider or service.

The ARAS Care Finder service is funded by the Australian Government Department of Health, Disability and Ageing via the Adelaide Primary Health Network.